

Appendix B: Quality Measures from Waiver 2013-2018		
Responsible Unit	Description of Measure	Target Goal FY14
Intake	Eligibility for waiver services is assessed when there is a reasonable indication that services will be needed in the future.	100%
Intake	Eligibility for waiver services is determined by applying the appropriate process and instruments.	100%
SPCD	People are evaluated for continued waiver eligibility on or before the effective date of their annual ISP including completing an LON assessment.	100%
Waiver Unit	Eligibility for waiver services is determined by a QDDP, with the designated assessments in place including an LON, Social Assessment, Psychological, and Medical Assessment.	100%
PRMU	Newly enrolled providers meet initial quality and business standards prior to service provision.	100%
PCR	Certified providers train staff according to DDS policies and procedures.	100%
Training	Service Coordinators are trained on the waiver process for developing and managing ISPs in accordance with the approved waiver.	100%
SPCD	ISPs meet standards according to DDS policy and procedure.	100%
SPCD	ISPs are modified to address changes in people's needs.	100%
SPCD	ISPs address assessed needs including health and safety risk factors and personal goals.	100%
Waiver Unit	People's records include the Freedom of Choice forms that indicate they were afforded choice between and among waiver services and providers when they are determined eligible for service.	100%
SPCD	People's records include documentation that the person was offered choice of services and choice of providers during the annual planning meeting.	100%

IMEU	SRI's are reported by 5 pm the next business day after it occurred or when it was discovered.	100%
PRMU	Provider applications meet standards prior to enrollment in the IDD HCBS Waiver program	100%
PCR	New providers pass initial certification within six months of initial delivery of service.	100%
Waiver Unit	Licensed clinicians continue to meet applicable licensure requirements.	100%
PCR	Providers continue to meet applicable certification standards.	100%
QE/QI	Providers correct identified deficiencies cited during certification reviews.	100%
PRMU	Qualified providers of home and vehicle modifications and PERS maintain compliance with waiver standards.	100%
QE/QI	Individuals receiving Home and Vehicle modifications and PERS services report satisfaction with providers of Home and Vehicle modifications and PERS services.	100%
SPCD	The IDT completes the LON prior to the development of each person's ISP.	100%
SPCD	ISPs reflect personal goals and needs identified through the LON assessment process.	100%
Intake	Each individual's initial ISP is completed by the service coordinator and submitted to the Waiver Unit within 90 days of enrollment in the waiver.	100%
SPCD	Each individual's annual ISP is completed by the service coordinator and submitted in accordance with established timelines prior to the service expiration date to the waiver unit for service re-authorization.	100%
SPCD	Annual ISPs are approved on time within 365 days of the prior ISP.	100%
SPCD	ISPs are revised in response to the person's request, change in needs and change in supports.	100%
SPCD	Individuals receive services described in their ISP in type, scope, amount, duration and frequency as specified in the ISP.	100%

SPCD	The ISP contains documentation that the person was informed of his/her choice between institutional and community support.	100%
SPCD	The ISP includes documentation that the person was given a choice of services and service providers.	100%
SPCD	The ISP contains documentation that the person was given a fact sheet on how to report abuse, neglect, mistreatment and exploitation.	100%
SPCD	The Service Coordinator follows up on any serious reportable incidents in accordance with established guidelines.	100%
IMEU	IMEU investigators respond to allegations of abuse and neglect and serious physical injury according to incident management policies.	100%
IMEU	Incident investigations are completed/closed on time, according to incident management policy and procedure.	100%
IMEU	People are notified of the outcome of the incident investigation within 5 business days of the provider receiving the investigation report.	100%
IMEU	Recommendations resulting from investigation of SRIs are implemented in accordance with the incident management policy and procedure.	100%
QMD	Death investigations are completed within 45 business days from the submission of the complete record as outlined in the mortality reporting procedure.	100%
QE/QI	The provider submits a plan of correction within 15 business days of receiving the MRC recommendations, as outlined in the mortality reporting procedure.	100%
QMD	Death investigations are reviewed by the MRC within 45 days of receipt of the death investigation report.	100%
QMD	FRC recommendations to DDS are implemented within the assigned timeframe.	100%
QMD	BSPs are approved by the DDS RCRC as outlined in the RCRC procedure.	100%

QE/QI	Issues are resolved within the assigned timeframes.	100%
PCR	Medications are administered by appropriately credentialed staff.	100%